

MAG Committee Use of Videoconferencing Takes Off

At the October 2002 Telecommunications Advisory Group meeting, two guest speakers from Hampton, Virginia participated via videoconference. The Assistant City Manager and Call Center Manager explained how Hampton was the first locality in Virginia to establish a 3-1-1 Customer Call Center, which offers citizens round-the-clock access to city services and information. Many cities in the Maricopa Association of Governments (MAG) region were interested in learning about setting up a 3-1-1 Customer Call Center for this region or for their city.

At the November 2002 Planners Stakeholder Group meeting, Valley planners learned about heat islands from experts in Washington, D.C. and San Francisco, California who shared their knowledge via video and audio conference.

At the December 2002 meeting of the MAG Management Subcommittee on 2005 Population Options, MAG city managers and assistant city managers videoconferenced with Census Bureau Headquarters in Washington, D.C. and the Regional Census Bureau office in Denver. The purpose of the videoconference was to discuss the possibility of conducting a special census or survey in the MAG region. This three-way videoconference allowed for open communication between agencies.



Denver Census staff discuss population 2005 options with MAG intergovernmental coordinators.

Wickenburg Council member Dave Lane and Mayor Lon McDermott saved 147 miles of driving and four hours of travel time by attending the December 2002 Regional Aviation System Plan Policy committee meeting via videoconference.

TIPS 'N' TRICKS



• Experiencing audio feedback in a videoconference call?

You may:

Need Norstan to install the echo cancellation patch on your videoconference equipment *or* Have an audio call connected—hang up the audio call and unplug the 1FB (gray telephone line at the back of videoconference unit).

Remember that the microphones should face toward the meeting participants and away from the audio speakers to ensure clarity and to avoid feedback.



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Site Coordinators Newsletter

February 2003

Videoconferencing Training

Apache Junction has joined the MAG Regional Videoconferencing System (RVS) and site coordinators Earl Simmers and Matthew McNulty received videoconference training. Litchfield Park site coordinators were also trained to use the technology.



Pam Maslowski and Jennifer Bigby from Litchfield Park.



Matthew McNulty and Earl Simmers from Apache Junction.

Marketing

To continue to spread the word about the MAG RVS, MAG staff gave a presentation at the December 2002 Valleywide Public Information Officer meeting. MAG discussed the benefits of the MAG RVS that is available for each of its member agencies to use.

RVS Usage Update Second Quarter FY 03 Shows Increase

October 1, 2002 to December 31, 2002 was the second quarter of the MAG FY 03 RVS reporting period. Highlights of the second quarter's usage show that the **City of Chandler, Town of Gilbert, City of Goodyear** and the **Town of Queen Creek** were the most active users of the RVS this quarter. Eighty seven percent of all RVS use was to attend MAG meetings. Overall use of the system continues to increase as word spreads about its benefits and convenience.

MAG Hires New Executive Director

The Executive Committee and a subcommittee of the Management Committee, consisting of city managers and mayors, used the MAG audio conference system to conduct meetings to hire a new MAG Executive Director. Congratulations to Dennis Smith, former Assistant Director, on his appointment as the MAG Executive Director!



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